

TO: (Name, office symbol, room number,  
building, Agency/Post)

1. EXA/DDA - FY1

2. ADDA

3. DDA

04 FEB 1988

4. DDA/Registry

5.

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	<input checked="" type="checkbox"/> For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

0-1/2/3 We will be making  
a significant effort to improve  
our service in 1988 as  
indicated in the attached

STAT

Memo.

DO NOT use this form as a RECORD of approvals, concurrences, disposals,  
clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)

Room No.—Bldg.

Phone No.

5041-102

★ U.S.GPO:1986-0-491-247/20047

OPTIONAL FORM 41 (Rev. 7-76)  
Prescribed by GSA

88-02-13x

1 February 1988

MEMORANDUM FOR: Chief, Agency Contracts Group  
Chief, Facilities Management Division  
Chief, Printing and Photography Division  
Chief, Real Estate and Construction Division  
Chief, Supply Division  
Chief, Information and Management Support Staff

FROM: John M. Ray  
Director of Logistics

SUBJECT: Customer Relations/Quality Control

1. We have distributed to each of you copies of the DDA's Action Plan, as well as that of the Director of Logistics. One of our most pressing goals as a Directorate and as an Office is to provide the best support possible. More specifically, we have been directed to improve customer relations, service standards, and responsiveness in 1988. I think it is clear that there are almost limitless possibilities for improving service to our customers in every directorate of the Agency. By the same token, given the wide range of logistical services which we provide, I do not think that an Office-wide standard approach to achieve this specific goal is feasible. I also think it would be self-defeating to invoke a mountain of paper in our approach to this objective. Accordingly, I request that each of you devise your own strategy to carry out this goal within your specific components. When we get together at our off-site on 9 and 10 March, I will expect each of you to provide us with an oral presentation as to precisely how you are carrying out this objective.

2. The goal, again, is quite simple--improve logistics services to our customers. I think it will be essential to involve all of your personnel in this effort; however, I do not think you can delegate your key role in this matter. There is no question that you must develop an effective means by which you are figuratively in the "customers' shoes" and an effective listen-to-the-customer program. The "bottom line" at the end of this calendar year is enhancement of customer services/satisfaction.

REGISTRY

45-1

SUBJECT: Customer Relations

3. In keeping with this goal, I suggest each of you form a task force charged with taking positive actions toward reducing bureaucracy across the board in your components.

4. We plan to discuss your progress toward the accomplishment of this goal on a quarterly basis. The only paper which I ask you to prepare will be due at the end of this calendar year. This will be a brief outline of your component's specific accomplishments in this effort.

5. Please let me know if you have any questions or need additional guidance.

STAT



John M. Ray